



STATE OF TENNESSEE  
TENNESSEE HIGHER EDUCATION COMMISSION

**INVITATION TO BID # 33201-11988  
AMENDMENT # 1  
LASERFICHE DOCUMENT MANAGEMENT SYSTEM**

**DATE: August 13, 2021**

**ITB # 33201-11988 IS AMENDED AS FOLLOWS:**

- 1. This ITB Schedule of Events updates and confirms scheduled ITB dates.** Any event, time, or date containing revised or new text is highlighted.

<b>EVENT</b>	<b>TIME (central time zone)</b>	<b>DATE</b>
1. ITB Issued		August 5, 2021
2. Pre-response (via Microsoft Teams) <a href="#">Click here to join the meeting</a> Or call in (audio only) <a href="#">+1 629-209-4396, 101565318#</a> United States, Nashville Phone Conference ID: 101 565 318#	1:00 p.m.	August 6, 2021
3. Written "Questions & Comments" Deadline	2:00 p.m.	August 9, 2021
4. State Response to Written "Questions & Comments"		August 13, 2021
5. Response Deadline	2:00 p.m.	August 23, 2021
6. State Notice of Intent to Award Released <u>and</u> ITB Files Opened for Public Inspection		September 1, 2021
7. End of Open File Period	4:30 p.m.	September 8, 2021
8. State sends contract to Contractor for signature		September 9, 2021
9. Contractor Signature Deadline	2:00 p.m.	September 13, 2021

- 2. State responses to questions and comments in the table below amend and clarify this ITB.**

Any restatement of ITB text in the Question/Comment column shall NOT be construed as a change in the actual wording of the ITB document.

ITB SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
A.4		<p>In the line items below, what are the units of measure?</p> <p>PREPARE AND SCAN PAPER TRANSCRIPTS (A.4.) EA 45000.0000</p> <p>a. is this per image or per transcript? If something else, please define in detail.</p> <p>b. can you please provide a sample transcript and with the fields that need captured highlighted, and the fields identified?</p> <p>INDEX PAPER TRANSCRIPTS (A4.F.(1) EA 1800000.0000</p> <p>a. is the per keystroke? If something else, please define in detail.</p> <p>DESTRUCTION OF ORIGINAL PAPER TRANSCRIPTS (4.4.F.(1.g)) EA 36.0000</p> <p>a. is this per box? If something else, please define in detail.</p>	<p>With regard to PREPARE AND SCAN PAPER TRANSCRIPTS (A.4.), the unit of measure is as documented; EA or "each". (a) Specifically, "each" refers to image. (b) Sample redacted transcript examples will be provided. However, there is no uniform format for transcripts and the fields needing to be indexed will appear in different places in transcripts for different institutions,</p> <p>With regard to INDEX PAPER TRANSCRIPTS (A4.F.(1)), the unit of measurement is "each." Specifically, "each" refers to an index field. The possible index fields, dependent on information on the transcripts, are first name, last name, date of birth and last four of SSN. The price requested is per field indexed per transcript.</p> <p>With regard to DESTRUCTION OF ORIGINAL PAPER TRANSCRIPTS (4.4.F.(1.g)), the unit of measurement is "each." Specifically, "each" refers to cubic foot, For example, a standard bankers box is 2 cubic feet.</p>
		<p>Will THEC ship the files to the vendor, or will the vendor need to pick the files up?</p>	<p>In the event that the files are paper the vendor will be required to retrieve the paper files from the closed institution or, if the institution sent the paper files to THEC, then at THEC's office at 312 Rosa L. Parks Ave., 9<sup>th</sup> Floor, Nashville, TN 37243-1102, See A.2.(o) and A.4.</p> <p>In the event the files are provided to THEC electronically, the vendor and THEC will arrange for THEC to provide the transcripts to the vendor using a secure transmission.</p>
		<p>If the vendor needs to pick up the files, can they all be picked up at once? If not, how many pick-ups are required?</p>	<p>This will depend on the number of transcripts/boxes and the vendor's transportation capabilities.</p>

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		If the files need picked up where are they located?	<p>In the event that the files are paper the vendor will be required to retrieve the paper files from the closed institution or, if the institution sent the paper files to THEC, then at THEC's office at 312 Rosa L. Parks Ave., 9<sup>th</sup> Floor, Nashville, TN 37243-1102, See A.2.(o) and A.4.</p> <p>In the event the files are provided to THEC electronically, the vendor and THEC will arrange for THEC to provide the transcripts to the vendor using a secure transmission.</p>
		Would you provide a sample transcript upon request?	<p>Sample redacted transcript examples will be provided. However, there is no uniform format for transcripts and the fields needing to be indexed will appear in different places in transcripts for different institutions.</p> <p>See: Amendment Attachments B through D</p>
		Was the contract awarded in 2020 (from Event # 33201-0000011417)?	No, it was not.
		Is it permissible for support and training to be conducted virtually?	Yes, however, the vendor should be prepared to provide in-person training at THEC's office upon request of THEC. See A.5.(f).
		I am reaching out regarding a public information request to get a copy of your current Laserfiche DMS contract. This request is pursuant to my research on your posted ITB # 33201-11988 for the THEC.	<p>The current contract can be located attached to this document.</p> <p>See: Amendment Attachment A</p>
		Will a recording of the conference be available?	No, a recording will not be available; however, the PowerPoint presentation can be provided upon request.
Pro Forma Section B	8	Is the date "September 1, 2021" a place holder for the actual date the contract will take effect or will the contract be retroactive? The Schedule	All text formatted red shall be considered a "place holder". The effective date of the contract will be updated post award.

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		of Events lists "September 13, 2021" as the Contractor Signature Deadline.	
		What provisions have been made for the handoff of the responsibilities from the current vendor to the newly awarded vendor?	The current contract does not contain specific terms for the handoff. Having required the vendor to be a Laserfiche Value Added Reseller (VAR), THEC does not anticipate any complications that could not be addressed with THEC IT staff or Tennessee Strategic Technology Solutions (STS). If necessary, THEC anticipates the current vendor will be available to answer limited questions that might arise to ensure the continued success of the DMS.
Pro Forma C.4	11	<p>Page 11; Section C.4. states "The contractor shall not be compensated or reimbursed for travel time, travel expenses, meals, or lodging." Please confirm whether this applies to travel out-of-state to recover a closing institution's transcripts. For example, should the transcripts be located in California, is the vendor required to travel within 48 hours to California at the vendor's expense?</p> <ol style="list-style-type: none"> <li>Is this negotiable for long distance travel?</li> <li>If travel expenses are not reimbursable may the vendor invoice for travel time under Page 8; Section C.3.b. "Consultation Rate for Meetings with Closing Institutions?"</li> <li>If none of the above, what is THEC's expectation for how the vendor will be reimbursed for their travel expenses to recover closing school transcripts?</li> </ol>	The <i>pro forma</i> contract does not differentiate between in-state and out-of-state travel. It is assumed that the consultation rate for meetings with closing institutions would incorporate the projected cost for the vendor to fulfill this obligation, but the Contractor would not invoice, or be compensated or reimbursed for travel expenses, including travel time, as outlined in C.4 of the <i>pro forma</i> contract. Although the <i>pro forma</i> contract anticipates travel, THEC requests that closing institutions provide transcripts electronically, Additionally, out-of-state travel has not been required during the term of the current contract.
		<p>Event Detail: Line Item 2 Prepare and Scan Paper Transcripts (A.4.) lists Unit of Measure (UOM) as "Each."</p> <ol style="list-style-type: none"> <li>Please confirm that this corresponds to ITB Proforma Page 9, Prepare and Scan Paper Transcripts that lists the Unit of</li> </ol>	Confirm - With regard to PREPARE AND SCAN PAPER TRANSCRIPTS (A.4.), Line 2 of the Event Details the unit of measure is as documented; EA or "each". In the <i>pro forma</i> contract, page 9, "each" is referred to as image.

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		Measure as "Image" (\$ Amount/Image).	
Pro Forma A.4.F.(1)	3	<p>Event Detail: Line Item 3 Index Paper Transcripts (A.4.F.(1) lists Unit of Measure (UOM) as "Each."</p> <p>a. Please confirm that this corresponds to ITB Proforma Page 9, Index Paper Transcripts that lists the Unit of Measure as "Index" (\$ Amount/Index).</p> <p>b. Please confirm that you are requesting a single price for the indexing of one transcript document regardless of the available fields on the transcript itself. Indexing requirements listed on page 3 Section A.4.f.(1) iv.</p>	<p>(a) THEC confirms Event Detail: Line Item 3 Index Paper Transcripts (A.4.F.(1) lists Unit of Measure (UOM) as "each." corresponds to ITB <i>pro forma</i> contract page 9, Index Paper Transcripts that lists the Unit of Measure as "Index" (\$ Amount/Index).</p> <p>(b) With regard to INDEX PAPER TRANSCRIPTS (A.4.F.(1)), the unit of measurement is "each." Specifically, "each" refers to an index field. The possible index fields, dependent on information on the transcripts, are first name, last name, date of birth and last four of SSN. The price requested is per field indexed per transcript.</p>
Pro Forma A.4.F.(2)	3	<p>Event Detail: Line Item 5 Index Digital Transcripts ((A.4.f.(2) lists Unit of Measure (UOM) as "Each."</p> <p>a. Please confirm that this corresponds to ITB Proforma Page 9, Index Digital Transcripts that lists the Unit of Measure as "Image" (\$ Amount/Image).</p> <p>b. Please confirm that this one (1) line item is the total method of reimbursement for processing digital transcripts regardless of the condition, format or accuracy of the digital files provided.</p>	<p>(a) THEC clarifies that the Event Detail: Line Item 5 Index Digital Transcripts ((A.4.f.(2) lists Unit of Measure (UOM) as "each" corresponds to ITB <i>pro forma</i> contract page 9, Index Digital Transcripts (A.4.g.) which should list the Unit of Measure as "Index" (\$ Amount/Index).</p> <p>(b) Yes, the <i>pro forma</i> contract at page 9, row 4 is the total method of reimbursement for processing digital transcripts regardless of the condition, format or accuracy of the digital files provided.</p>
Pro Forma A.2	1	<p>The term "Image" is not defined in ITB Proforma Page 1 Section A.2 Definitions.</p> <p>a. Please confirm that "image" means a discreet file of one side of a paper document. Using this definition, a paper transcript contains 2 images, a front, and a back.</p> <p>b. Please confirm that invoicing per image is for the total of images processed, i.e., both front and</p>	<p>(a) THEC does not specifically adopt this definition. THEC explains that a paper transcript with information on both the front and back of a single sheet of paper contains 2 images. In other words, a blank sheet or side of a sheet of paper is not an image.</p> <p>(b) The only per image unit of measure is "Prepare and Scan Paper Transcripts (A.4.)". A stated above in (a), a blank sheet or side of a sheet of paper is not an image. (THEC</p>

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		back. Should THEC subsequently request blank pages be deleted, the invoicing per image would still be for all images processed including those deleted.	clarifies that the Event Detail: Line Item 5 Index Digital Transcripts ((A.4.f.(2) lists Unit of Measure (UOM) as “each” corresponds to ITB <i>pro forma</i> contract page 9, Index Digital Transcripts (A.4.g.) which should list the Unit of Measure as “Index” (\$ Amount/Index).
A.2.j A.4.c A.4.f.(1).ii. A.4.f.(2).i.	2 - 3	Please provide the “Official Transcript” standards for paper and digital transcripts that THEC requires its authorized institutions to provide upon closure. This is referenced in ITB Proforma, page 2 Section A.2.j. and Page 3 Section A.4.c. and page 3, Section A.4.f.(1) ii. And Section A.4.f.(2) i.	<p>When requesting transcripts from a closing institution, THEC states:</p> <p>Transcripts/Certificates must be provided preferably in an electronic format or, if electronic submission is not possible, by paper. Electronic transcripts/certificates must use a TIF or PDF file format and must have a resolution of at least 300 dpi. File names should include, at a minimum, the student’s first name, student’s last name, and last 4 digits of the student’s social security number.</p> <p>Note that the electronic standard is not always followed by closing institutions, particularly when the closure is precipitous.</p>
Pro Forma A.4.f.(1).ii	3	<p>ITB Proforma, Page 3, Section A.4.f.(1) ii. States “Review Official Transcripts for completeness.”</p> <p>a. Please define the elements that would make a transcript “complete.” It is the responsibility of the closing or closed institution to provide DPSA a “complete” transcript. How can a vendor know if the transcript is “complete?”</p> <p>b. BACKGROUND</p> <ol style="list-style-type: none"> <li>1. The student’s name and metadata are all provided by the institution. There is no way to verify it is correct.</li> <li>2. The student’s attendance, grades and awarded degrees or certificates are all provided by the institution. Not only is there</li> </ol>	<p>(a) Completeness is a case-by-case determination. An example is if a transcript states “page 1 of 3” but only 1 image is provided, then the official transcript is not complete.</p> <p>(b)(1) The institution does not provide metadata. Although THEC requests file names “include, at a minimum, the student’s first name, student’s last name, and last 4 digits of the student’s social security number,” THEC expects the indexing should be processed using the official transcript.</p> <p>(b)(2) THEC is not requesting the vendor verify student’s attendance, grades and awarded degrees or certificates. THEC is also not requesting the vendor alter grades.</p> <p>(b)(3) THEC is not requesting the vendor verify the institution has provided all official transcripts. Rather, the vendor is to verify that all</p>

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		<p>no way to verify this is correct but the grades cannot be altered by anyone other than the institution itself.</p> <p>3. Finally, the closed institution is required to provide ALL the transcripts. There is no way to verify that the institution has indeed provided all the transcripts.</p>	<p>official transcripts received by vendor are processed in accordance with the <i>pro forma</i> contract.</p>
A.8.c.	6	<p>The public has 24x7 access to the Laserfiche Forms server for requesting a transcript, submitting an authorization application, and making a payment. In ITB Proforma page 6, Section A.8.c. it states, "Respond to DPSA service call withing four (4) hours Monday-Friday, 08:00 a.m. – 60 p.m."</p> <p>a. Please confirm that you are not requesting system service on weekends and overnight.</p> <p>b. Please confirm that if a call is made to the vendor at 4:00 PM on Friday to report that the Laserfiche forms server or any other module of the Laserfiche DMS is not operational and the public cannot access the forms, that the vendor has until Monday 10:00 a.m. to respond and address the problem.</p>	<p>(a) and (b) With regard to answering questions or resolving system problems that do not meet the definition of "Disaster" in A.2.c., THEC expects the vendor to respond within four (4) hours Monday – Friday, 08:00 a.m. – 06:00 p.m. (CST/CDT). Thus, THEC confirms that if a call is made to the vendor at 4:00 PM (CST/CDT) on Friday, then the vendor has until 10:00 AM (CST/CDT) the next Monday or business day in the case of a state holiday. However, if a situation occurs that meets definition of "Disaster" in A.2.c., then A.8.i. applies as well as any applicable <i>pro forma</i> contract provisions, such as the Business Continuity Requirements of E.7.d.</p>

3. **ITB Amendment Effective Date.** The revisions set forth herein shall be effective upon release. All other terms and conditions of this ITB not expressly amended herein shall remain in full force and effect.